

JOB OPPORTUNITY

AMERICAN EMBASSY KINSHASA

An Equal Opportunity Employer

Human Resources Office, 498 Ave Lukusa, Kinshasa

Phone 097-261-6179; e-mail: HRKinshasa@state.gov

ANNOUNCEMENT NUMBER: 16-07

OPEN TO: Current Employees of the Mission - All Agencies and/or
U.S. Citizen Eligible Family Members (USEFMs),
Eligible Family Members (EFMs), or Members of Household (MOH) - All Agencies

POSITION: Customer Services Representative (Housing)

OPENING DATE: February 1, 2016

CLOSING DATE: February 15, 2016

WORK HOURS: 40 hours/week

SALARY: Ordinarily Resident (OR): FSN-7

Not-Ordinarily Resident (NOR): FP-7*

*Final grade/step for NORs will be determined by Washington.

LENGTH OF EMPLOYMENT: TEMPORARY POSITION NOT TO EXCEED SEPTEMBER 30, 2016

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A for definition) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Embassy in Kinshasa is seeking eligible and qualified candidates for the position of Customer Services Representative (Housing).

BASIC FUNCTION OF POSITION

Under the direct supervision of the S/GSO, incumbent will primarily assist in the Housing Section following up to see if residential work has been completed, or completed satisfactorily' take action with respect to complaints; assist in resolving sensitive problems, check on status by consulting data bases or contacting appropriate office; directs or escorts new customers to appropriate office, if necessary; monitors customer responses to GSO-provided services to timely provision those services; gauges customer's perception of the effectiveness of services received, incumbent will track periodic tasks, project tasks, serves as the resource person/sounding board for complaints; assists with the check-in/check-out process, and may escort for services in residences if occupant is not available.

QUALIFICATIONS REQUIRED

NOTE: Applicants must address each required qualification listed below with specific and comprehensive information supporting each item. Failure to do so may result in a determination that the applicant is not qualified.

Education: Completion of at least two years of full time post-secondary study at college or university in administration, management, business administration, customer service or secretarial studies is required.

Experience: Three to four years of experience in customer service, customer contact environment including administrative and General Services experience. Must have high level of competency in Microsoft Excel, Power Point, Word, internet search engines.

Language: Level IV (fluency) in English

Knowledge: Dep. of State Reference materials such as FAM, FAH, Housing Handbook, POSHO regulations , Residential Security Profile and associated reference material for other agencies. Must know how to search for data in reference material. Must have knowledge of overall services/operations of all sections and subsections of GSO. General knowledge of responsibilities of various administrative units other than GSO. Awareness of general responsibilities of Mission agencies/offices outside of the Administrative section.

Skills and Abilities: High level interpersonal skills: ability to present a friendly, helpful, patient and caring impression to customers; ability to talk and relate to US and Congolese personnel from a variety of backgrounds; ability to be firm but tactful when explaining policy or limitations on resources. Some conflict management; ability maintain composure when dealing with irate or upset clients; ability to assure clients that their concerns will be addressed while not promising actions not possible; ability to employ a problem-solving approach to difficult issues rather than assigning blame or responding with a flat “no;” ability to maintain objectivity in difficult situations; ability to be proactive and innovative.

FOR FURTHER INFORMATION: The complete position description listing all of the duties and responsibilities may be obtained by contacting the Human Resources Office at (243) 97-261-6179; e-mail: HRKinshasa@state.gov.

SELECTION PROCESS: When qualified, applicants who are U.S. Citizen Eligible Family Members (USEFMs) and/or preference-eligible U.S. Veterans are given a preference in hiring. Therefore, it is essential that these applicants make themselves known as having a hiring preference and specifically address the required qualifications above in their application.

HIRING PREFERENCE ORDER:

- (1) USEFM who is ALSO a preference-eligible U.S. Veteran
- (2) USEFM OR a preference-eligible U.S. Veteran
- (3) FS on LWOP

ADDITIONAL SELECTION CRITERIA:

1. Management may consider the following when determining successful candidacy: nepotism, conflicts of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
3. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.

HOW TO APPLY: Applicants must submit the following documents to be considered:

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources. (See “For Further Information” above); and
2. Any additional documentation that supports or addresses the requirements listed above (e.g. transcripts, degrees, etc.)

IMPORTANT: Applicants claiming a U.S. Veteran’s preference must submit written documentation confirming eligibility (e.g., Member Copy 4 of Form DD-214, Letter from the Veteran’s Administration, or certification documenting eligibility under the VOW Act with an expected discharge no later than 120 days after the certification is submitted) by the closing date of the vacancy announcement. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veteran’s preference will not be considered in the application process. Specific criteria for receiving a U.S. Veteran’s preference may be found in HR/OE’s Family Member Employment Policy (FMPEP).

WHERE TO APPLY:

Human Resources Office: 498 Ave. Lukusa, Kinshasa or via email to HRKinshasa@state.gov.

EQUAL EMPLOYMENT OPPORTUNITY: The U.S. Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs. The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Appendix A - DEFINITIONS

1. **Eligible Family Member (EFM)**: An EFM for employment purposes is defined as an individual who meets all of the following criteria:
 - U.S. Citizen or not a U.S. Citizen; **and**
 - Spouse or same-sex domestic partner (as defined in 3 FAM 1610); **or**
 - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term “child” shall include, in addition to natural offspring, stepchild, adopted child, and a child under legal guardianship of employee, spouse, or same-sex domestic partner when such child is expected to be under legal guardianship until 21 years of age and when dependent upon and normally residing with the guardian; **or**
 - Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
 - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
 - Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
 - Is under chief of mission authority.
2. **U.S. Citizen Eligible Family Member (USEFM)**: A USEFM is an individual who meets all of the following criteria:
 - U.S. Citizen; **and**
 - Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
 - Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
 - Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and** resides at the sponsoring employee’s post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; **and** is under chief of mission authority; **or**
 - resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
 - Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.
3. **Appointment Eligible Family Member (AEFM)**: An AEFM is an individual who meets all of the following criteria:
 - U.S. Citizen; **and**
 - Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
 - Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
 - Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
 - Is under chief of mission authority; **and**
 - Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
 - Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.
4. **Member of Household (MOH)**: A MOH is an individual who meets all of the following criteria.
 - A MOH is someone who accompanies or joins a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
 - A MOH must be officially declared to the COM by the sponsoring employee as part of his/her household; **and**
 - A MOH is under COM authority;
 - A MOH may include a parent, unmarried partner, other relative, or adult child;
 - A MOH may or may not be a U.S. Citizen;
 - A MOH is **not** an EFM;
 - A MOH is **not** listed on the travel orders or approved Form F-126 of a sponsoring employee.

5. **Not Ordinarily Resident (NOR)** – An individual who meets the following criteria:
- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; or
 - Has diplomatic privileges and immunities; and
 - Is eligible for compensation under the FS or GS salary schedule; and
 - Has a U.S. Social Security Number (SSN); and
 - Is not a citizen of the host country; and
 - Does not ordinarily reside in the host country; and
 - Is not subject to host country employment and tax laws.
6. **Ordinarily Resident (OR)** – An individual who meets the following criteria:
- A citizen of the host country; or
 - A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; and/or
 - Is subject to host country employment and tax laws.

Drafted: HR – WBulu,
Cleared: S/GSO – VHons-Olivier (e-mail)
HR – CKuwakata
Approved: HRO– CDeSilva